

City of Chicago

2012 Water

Quality Report



City of Chicago • Rahm Emanuel, Mayor

Department of Water Management • Thomas H. Powers, P.E., Commissioner



CITY OF CHICAGO, DEPARTMENT OF WATER MANAGEMENT SOURCE WATER ASSESMENT SUMMARY FOR THE 2012 CONSUMER CONFIDENCE REPORT (CCR)

This year, as in years past, your tap water met all USEPA and state drinking water health standards. Our system vigilantly safeguards its source water supply, and we are able to report that the Department of Water Management, City of Chicago had no violation of a contaminant level or of any other water quality standard in the previous year. This report summarizes the quality of water that we provided last year, including details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. We are committed to providing you with this information because informed customers are our best allies.

Water in the Street or Basement Call 311

Water Quality Questions (312) 744-8190

Department of Finance Water Bill Questions (312) 744-4H2O
TTY (312) 744-2968

E-mail and Internet E-mail: water@cityofchicago.org
www.cityofchicago.org/watermanagement

When e-mailing always include your name, account number & call back number.

IEPA's Regional Offices (Illinois) (847) 608-3131

EPA's Safe Drinking Water Hotline (800) 426-4791

EPA's Water Resource Center (800) 832-7828

EPA's General Information Line (312) 353-2000
TTY (312) 886-4658

If you have any questions about this report
please contact Alan Stark at: (312) 742-7499

2012 VOLUNTARY MONITORING

The City of Chicago has continued monitoring for Cryptosporidium, Giardia and E. coli in its source water as part of its water quality program. To date, Cryptosporidium has not been detected in these samples, but Giardia was detected in 2010 in one raw lake water sample collected in September 2010. Treatment processes have been optimized to provide effective barriers for removal of Cryptosporidium oocysts and Giardia cysts in the source water, effectively removing these organisms in the treatment process. By maintaining low turbidity through the removal of particles from the water, the possibility of Cryptosporidium and Giardia organisms getting into the drinking water system is greatly reduced.

In 2012, CDWM has also continued monitoring for hexavalent chromium, also known as chromium-6. USEPA has not yet established a standard for chromium-6, a contaminant of concern which has both natural and industrial sources. Please address any questions or concerns to DWM's Water Quality Division at 312-742-7499. Data reports on the monitoring program for chromium-6 are posted on the City's website which can be accessed at the following address below:

http://www.cityofchicago.org/city/en/depts/water/supp_info/water_quality_resultsandreports/city_of_chicago_emergincontaminantstudy.html

Source Water Assessment Summary

The Illinois EPA implemented a Source Water Assessment Program (SWAP) to assist with watershed protection of public drinking water supplies. The SWAP inventories potential sources of contamination and determined the susceptibility of the source water to contamination. The Illinois EPA has completed the Source Water Assessment Program for our supply.

Source Water Location

The City of Chicago utilizes Lake Michigan as its source water via two water treatment plants. The Jardine Water Purification Plant serves the northern areas of the City and suburbs, while the South Water Purification Plant serves the southern areas of the City and suburbs. Lake Michigan is the only Great Lake that is entirely contained within the United States. It borders Illinois, Indiana, Michigan, and Wisconsin, and is the second largest Great lake by volume with 1,180 cubic miles of water and third largest by area.

Susceptibility to Contamination

The Illinois EPA considers all surface water sources of community water supply to be susceptible to potential pollution problems. The very nature of surface water allows contaminants to migrate into the intake with no protection only dilution. This is the reason for mandatory treatment of all surface water supplies in Illinois. Chicago's offshore intakes are located at a distance that shoreline impacts are not usually considered a factor on water quality. At certain times of the year, however, the potential for contamination exists due to wet-weather flows and river reversals. In addition, the placement of the crib structures may serve to attract waterfowl, gulls and terns that frequent the Great Lakes area, thereby concentrating fecal deposits at the intake and thus compromising the source water quality. Conversely, the shore intakes are highly susceptible to storm water runoff, marinas and shoreline point sources due to the influx of groundwater to the lake.

Further information on our community water supply's Source Water Assessment Program is available by calling the City of Chicago, Department of Water Management at 312-744-6635.

2012 Water Quality Data: Detected Contaminants

Contaminant (unit of measure) Typical Source of Contaminant	MCLG	MCL	Highest Level Detected	Range of Detections	Violation	Date of Sample
MICROBIAL CONTAMINANTS						
TOTAL COLIFORM BACTERIA (% pos/mo) Human and animal fecal waste.	0	5%	0.4%	N/A	-	-
FECAL COLIFORM AND E. COLI (# pos/mo) Human and animal fecal waste.	0	0	0	N/A	-	-
TURBIDITY (NTU/Lowest Monthly %<0.3 NTU) Soil runoff.	N/A	TT (95%≤0.3NTU)	99.7% (Lowest Monthly %)	99.7% – 100.0%	-	-
TURBIDITY (NTU/Highest Single Measurement) Soil runoff	N/A	TT(1NTUmax)	0.69	N/A	-	-
INORGANIC CONTAMINANTS						
ARSENIC (ppb) Erosion of natural deposits; runoff from orchards; Runoff from glass and electronics production wastes	0	10	0.67	0.52 - 0.67	-	-
BARIUM (ppm) Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.	2	2	0.0204	0.0194 - 0.0204	-	-
COPPER (ppm) Corrosion of household plumbing systems; Erosion of natural deposits.	1.3	AL = 1.3	0.046 (90 th percentile)	0 sites exceeding AL	-	6/1/2012- 9/30/2012
LEAD (ppb) Corrosion of household plumbing systems; Erosion of natural deposits.	0	AL = 15	6.6 (90 th percentile)	1 site exceeding AL	-	6/1/2012- 9/30/2012
NITRATE (AS NITROGEN) (ppm) Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.	10	10	0.343	0.34 - 0.343	-	-
TOTAL NITRATE & NITRITE (AS NITROGEN) (ppm) Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.	10	10	0.343	0.34 - 0.343	-	-
DISINFECTANT/ DISINFECTION BY-PRODUCTS						
TTHMs [TOTAL TRIHALOMETHANES] (ppb) By-product of drinking water disinfection.	N/A	80*	19.5*	9.60 - 32.8	-	-
HAA5 [HALOACETIC ACIDS] (ppb) By-product of drinking water disinfection.	N/A	60*	10.5*	4.8 – 14.5	-	-
CHLORINE (as Cl ₂) (ppm) Drinking water disinfectant.	4.0	4.0	0.8543	0.7505 - 0.8543	-	-
TOC [TOTAL ORGANIC CARBON] The percentage of Total Organic Carbon (TOC) removal was measured each month and the system met all TOC removal requirements set by the IEPA.						
UNREGULATED CONTAMINANTS						
SULFATE (ppm) Erosion of naturally occurring deposits.	N/A	N/A	17.6	13.4 – 17.6	-	-
SODIUM (ppm) Erosion of naturally occurring deposits; Used as water softener.	N/A	N/A	7.07	6.88 – 7.07	-	-
STATE REGULATED CONTAMINANTS						
FLUORIDE (ppm) Water additive which promotes strong teeth.	4	4	0.85	0.84 – 0.85	-	-
RADIOACTIVE CONTAMINANTS						
COMBINED RADIUM (226/228) (pCi/L) Decay of natural and man-made deposits.	0	5	1.38**	1.300 – 1.380	-	03-17-2008
GROSS ALPHA excluding radon and uranium (pCi/L) Decay of natural and man-made deposits.	0	15	0.88**	0.090 – 0.880	-	03-17-2008

Note: TTHM, HAA5, and Chlorine are for the Chicago Distribution System.

*RAA - Running Annual Average

**The state requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though accurate, is more than one year old. Some contaminants are sampled less frequently than once a year; as a result, not all contaminants were sampled for during the CCR calendar year. If any of these contaminants were detected the last time they were sampled for, they are included in the table along with the date that the detection occurred. Compliance monitoring for lead and copper is conducted every 3 years. Radiochemical contaminant monitoring is conducted every 6 years.

EDUCATIONAL STATEMENTS REGARDING COMMONLY FOUND DRINKING WATER CONTAMINANTS

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it can dissolve naturally occurring minerals and radioactive materials, and pick up substances resulting from the presence of animals or human activity.

Possible contaminants consist of:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife;
- Inorganic contaminants, such as salts and metals, which may be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming;
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff and residential uses;
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban storm water runoff and septic systems; and
- Radioactive contaminants, which may be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, USEPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Water Quality Data Table Footnotes

TURBIDITY: Turbidity is a measure of the cloudiness of water. We monitor it because it is a good indicator of water quality and the effectiveness of our filtration system and disinfectants.

UNREGULATED CONTAMINANTS: A maximum contaminant level (MCL) for this contaminant has not been established by either state or federal regulations, nor has mandatory health effects language. The purpose for monitoring this contaminant is to assist USEPA in determining the occurrence of unregulated contaminants in drinking water, and whether future regulation is warranted.

FLUORIDE: Fluoride is added to the water supply to help promote strong teeth. The Illinois Department of Public Health recommends an optimal fluoride range of 0.9 mg/l to 1.2 mg/l.

SODIUM: There is not a state or federal MCL for sodium. Monitoring is required to provide information to consumers and health officials who have concerned about sodium intake due to dietary precautions. If you are on a sodium-restricted diet, you should consult a physician about the level of sodium in the water.

LEAD: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. We cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

Definition of Terms

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Contaminant Level (MCL): The highest level of contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use disinfectants to control microbial contaminants.

Maximum Residual Disinfectant Level (MRDL): The highest level of a drinking water disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminant

Highest Level Detected: This column represents the highest single sample reading of a contaminant of all the samples collected in 2012.

Range of Detections: This column represents a range of individual sample results, from lowest to highest that were collected during the CCR calendar year.

Date of Sample: If a date appears in this column, the Illinois EPA requires monitoring for this contaminant less than once per year because the concentrations do not frequently change. If no date appears in the column, monitoring for this contaminant was conducted during the Consumer Confidence Report calendar year.

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

ND: Not detectable at testing limits. **N/A:** Not applicable

Running Annual Average (RAA): The average of 4 quarterly results, calculated every consecutive quarter. The RAA should not exceed 80 µg/L for TTHM and 60 µg/L for HAA5.

Unit of Measurement

ppm: Parts per million, or milligrams per liter

ppb: Parts per billion, or micrograms per liter

NTU: Nephelometric Turbidity Unit, used to measure cloudiness in drinking water

%<0.3 NTU: Percent samples less than 0.3 NTU

pCi/L: Picocuries per liter, used to measure radioactivity

ND: Analyte not detected at or above the reporting limit

CITY OF CHICAGO, DEPARTMENT OF WATER MANAGEMENT IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

In 2012, the City of Chicago South Water Purification Plant experienced two turbidity monitoring violations on two of its individual filters. Turbidity is a measurement of the cloudiness of water caused by suspended particles. We monitor it because it is a good indicator of water quality and the effectiveness of our filtration system and disinfectants.

The first violation occurred on September 12, 2012, at 9:53 PM, when the light assembly in a turbidimeter for Filter #8 effluent failed, with the signal lapsing to a 0.00 NTU flat line on the screen and interrupting the acquisition of turbidity monitoring data until the failure was detected and the filter taken out of service on September 14, 2012, at 8:15 AM. Filter #8 was put back in service on September 25, 2012, after its turbidimeter was repaired. During the turbidimeter failure, water quality parameters, including the turbidity, of finished water were within acceptable limits.

The second violation occurred on October 30, 2012, at 11:00 AM, when the light bulb of the turbidimeter for Filter #43 effluent failed, generating a 0.00 NTU flat line signal instead of acquiring turbidity monitoring data until the failure was detected and the filter taken out of service at 4:35 PM on the same day. Filter #43 was put back in service on November 2, 2012 at 3:36 PM, after its turbidimeter was maintained. During this time, water quality parameters, including turbidity, of finished water were within acceptable limits.

Even though there was an interruption in continuous monitoring of the two affected filter effluents in accordance with the United States

Environmental Protection Agency's (USEPA) regulations, monitoring was manually performed regularly on the combined filter clearwells as well as the finished water leaving the treatment plant via the outlets by our on-duty water chemists. These tests showed that we remained within USEPA guidelines and acceptable limits, and that there was no change in water quality during the time the two individual filter effluent turbidimeters failed.

The Illinois Department of Environmental Protection Agency has determined that because there was an extended interruption in continuous turbidity monitoring for the two filter effluents, two monitoring violations occurred requiring public notification. Based on this notification, there is nothing you need to do at this time. Even though these were not emergencies, as our customers, you have a right to know what happened and what we did to correct. As a corrective action, the City of Chicago Department of Water Management has installed a new low level turbidity detection alarm program in its online turbidity monitoring system, in addition to putting in place an annual maintenance service for all the turbidimeters and training its staff to be more vigilant. This will ensure continuous filter effluent turbidity monitoring without interruption.

We routinely monitor your water for turbidity (cloudiness), caused by suspended particles. This tells us whether we are effectively filtering the water supply. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards.

WHAT DOES THIS MEAN?

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

For more information, please contact Alan Stark, Deputy Commissioner for the Bureau of Water Supply At 312-742-7499

Chicago Department of Water Management • Bureau of Water Supply
1000 East Ohio Street • Chicago, IL 60611
Attn: Alan Stark

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by:
The City of Chicago, • Department of Water Management
Water System ID# IL0316000

2012 VIOLATION SUMMARY TABLE

The following table(s) lists all violations that occurred during 2012. We included a brief summary of the actions we took following notification of the violation.

Contaminant or Program	Violation Type	Monitoring Period Start Date-End date	Violation Explanation
Individual Filter Effluent Turbidity Monitoring	Minor Routine Monitoring (ISWTR/LT1)	09/01/2012 - 09/30/2012 10/01/2012 - 10/31/2012	We failed to complete all the required tests of our drinking water for the contaminant and period indicated.
Health Effects (if applicable)	None		
Actions we took:	The Department of Water Management has installed a new low level turbidity detection alarm program in the electronic turbidity monitoring system and provided corrective action training to staff. This will ensure continuous filter effluent turbidity monitoring without interruption.		

Do you have a Water Meter?



By now you have probably heard the good news – from a neighbor, family member, or a friend- who has had a **FREE** water meter installed in their home through the MeterSave Program. Maybe you've seen us on Facebook. MeterSave customers are saving on average over 50% on their water and sewer bill!

In 2012, we exceeded our goal by 20% and installed more than 12,000 meters. This year MeterSave is on track to install even more water meters!

MeterSave is available to all eligible single family or two-flat non-metered homeowners in Chicago that volunteer to have a **FREE** water meter installed. With your **FREE** installation you receive our 7-year guarantee that your water and sewer bill will not exceed what you would have paid as a non-metered customer, so long as you stay current on your bill. If you move, the guarantee does not transfer to the new owner.

By installing a water meter you become more aware of your water use. By making small changes in your everyday water habits you can easily save water and money. In addition to the installation of a **FREE** water meter and the 7-year guarantee, MeterSave participants may choose from one of the following **FREE** water conservation tools (and two if a whole block volunteers!): rain barrel, outdoor water conservation kit, or indoor water conservation kit.

The water meter and installation are FREE!

Signing up is easy

You can visit our web site at www.metersave.org and complete the online registration or simply call 3-1-1 or 312-744-4H20 at any time. Visit our on-line calendar to schedule your installation at www.metersave.org.

To volunteer for a FREE water meter

1) *Be the owner or have approval from the owner of*

- Single family residence
- Two-flat residence

2) *Be current on water bill*

- Active payment plan is current
- Current water bill is not delinquent

Please note: Some meter installations may require more than one visit for completion.

What to expect

The water shut-off valve must be accessible and clear of clutter. Be prepared to answer the following questions:

- Do you have a basement?
- Is the water shut-off valve in your basement and is the area un-finished or is the shut-off valve in a mechanical room? If the answer is yes, this is the optimal scenario to install a meter. Unfortunately, some fully-finished or remodeled basements have hidden water shut-off valves. With a minimal amount of work our crew can create an access door.

Installations take approximately two hours, usually less. Crews are scheduled by areas and currently appointments are being made about 4-6 weeks from registration.

Advantages of a having a meter

Non-Metered water bills are flat rate assessments billed every 6 months based on unlimited usage. Typically, a detail of the assessment is provided on the front of the water bill.

In contrast, residential metered water bills are based only on actual water usage and billed every 2 months, making it easier for customers to budget. The number of gallons that flows through the meter is multiplied by the water rate. The 2013 water rate is \$2.88 per 1,000 gallons and is one of the lowest in the nation. The water rate charged is the same for all metered accounts.

The sewer charge is 92% of the water charge (metered or non-metered) and is also listed on the water bills. For metered customers, if the water usage decreases so does the sewer charge, allowing the customer to save even more money.

Visit www.metersave.org to volunteer today for your free water meter and free installation!

TYPICAL SINGLE FAMILY WATER BILL

BEFORE METERSAVE



AVG. 2013 MONTHLY BILL: \$62.07
(Based on Bi-Annual Assessment)

BASED ON:

23' wide building with 2 floors: \$136.94/6 months
50' hose frontage: \$57.03
Residential Sewer: \$178.45/6 months
Assumes unlimited water use

AFTER METERSAVE



AVG. 2013 MONTHLY BILL: \$43.37
(Based on Billing Every 2 Months)

Savings of 30% on bill by installing meter

BASED ON:

Water: \$2.88 per 1,000 gallons
Sewer: 92% of water charge

DOWNSPOUT DISCONNECTS

There is a big challenge we all face together: stormwater management and the basement floods that sometimes accompany heavy storms.

Climate change is a reality, and the rain storms of the warmer months have been known to dump as many as 2-3 inches of water per hour on various neighborhoods. Sewers fill up, and water still pours in. The result can be flooded basements, and the loss of property ranging from appliances to sentimental family heirlooms.

There are steps that you can take right now that will have a positive impact on your own situation and that of your neighbors.

We need to divert as much water as possible from entering the sewers during the heaviest storms. We need to do it on a neighborhood basis. Steps include downspout disconnection, green design, rain gardens, and other collective action.

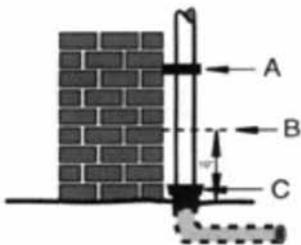
The Department of Water Management has been leading a pilot project called the Basement Flooding Partnership. Community leaders, aldermen, and City of Chicago experts work in unison to understand the problem and take practical steps to address it.

Please visit www.cityofchicago.org/watermanagement for more details.



DISCONNECT YOUR DOWNSPOUT

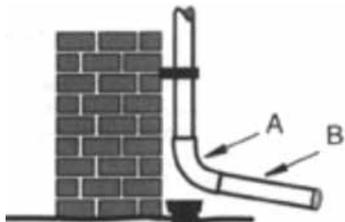
The following illustrations will demonstrate that the physical disconnection is relatively simple, inexpensive, does not require a permit, and can be accomplished with a minimum of inconvenience.



A) Drill a 1/4" hole in mortar joint and hammer stand-off bracket into wall; attach the downspout.

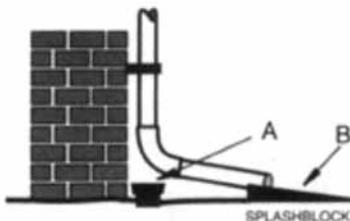
B) Cut downspout approximately 10" above the ground using a hack or sabre saw. Distance will vary depending upon installation.

C) Loosen mortar cement from drain tile, and remove lower portion of down spout.



A) Place the larger end of elbow over edge of downspout, hold elbow in place and drill a hole in each side. Secure with sheet metal screws or pop rivets.

B) Place the end of extension over elbow (length will depend upon installation). Hold extension in place and drill a hole on each side. Secure extension with sheet metal screw or pop rivets.



A) Plug top of drain hole with crumpled newspaper and fill to top with at least 1" of mortar cement.

B) Optional: Install a splash block to protect grass and shrubbery. This is not necessary when downspout splashes on driveway or property sidewalks.

IMPORTANT THINGS TO REMEMBER

1) DIRECT DOWNSPOUT EXTENSIONS TOWARD THE STREET OR ALLEY TO PREVENT SEEPAGE INTO BUILDING FOUNDATIONS OR ADJACENT PROPERTIES.

(2) FIRMLY ANCHORED SPLASHBLOCKS SHOULD BE INSTALLED IF DOWNSPOUT DRAINAGE IS TO TRAVEL OVER LANDSCAPING OR DIRT.

(3) DO NOT ALLOW WATER TO SPLASH OR POND ON ADJACENT PRIVATE PROPERTY.

(4) MAKE SURE DOWNSPOUT EXTENSIONS END AT LEAST THREE FEET AWAY FROM BASEMENT FOUNDATIONS, AND WATER IS BEING DIRECTED ON GROUND THAT SLOPES AWAY (DOWNWARD) FROM YOUR BUILDING.

For more information go to our web site at: http://www.cityofchicago.org/city/en/depts/water/supp_info/conservation/downspout_disconnection.html



Message from
Mayor Rahm Emanuel

Dear Chicago Water Customer,

I am pleased to provide you with the City of Chicago's annual Water Quality Report.

This report meets an obligation to report on the quality of our drinking water, but it also gives us an opportunity to report on what it takes to get that water to you.

In the past year, we met our ambitious goal of installing 70 miles of new water main, replacing pipes that served us well, but had passed their life expectancy of 100 years. This effort continues with a goal of 75 miles this year. No other city is pursuing a more significant renewal of infrastructure; we are spending billions of dollars and creating tens of thousands of jobs while we revitalize our water system that serves nearly 43% of the State of Illinois.



This report is full of useful information that will help you manage your water consumption, improve your efficiency, and protect your family and your neighbors from flooding and other risks. I hope that you look it over carefully and find value from it.

On behalf of all Chicagoans, I will continue my commitment to revitalizing the city's infrastructure and ensuring that Chicago is a world-class city built on a world-class foundation.

Sincerely,

Rahm Emanuel
Mayor

Este informe contiene información muy importante.
Tradúscalo ó hable con alguien que lo entienda bien.

The Department of Water Management
Jardine Water Purification Plant
1000 East Ohio Street
Chicago, Illinois 60611

City of Chicago
Rahm Emanuel, Mayor



PRESORTED
STANDARD
U.S. POSTAGE
PAID
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PERMIT #412